



STATE OF WEST VIRGINIA  
OFFICE OF THE ATTORNEY GENERAL  
DARRELL V. MCGRAW, JR.  
CONSUMER PROTECTION DIVISION  
1-800-368-8808 or 304-558-8986

# Press Release

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## FOR IMMEDIATE RELEASE

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### **Attorney General McGraw Reaches Settlements with Out-of-State Debt Collectors Carpenter Capital, NRS**

CHARLESTON – Acting on a consumer's complaint that "his credit card account had been sold so many times he could no longer identify who the creditor was," Attorney General Darrell McGraw today announced agreements with two out-of-state debt collection firms to halt their collection services in West Virginia, cancel consumers' debts, and pay fines.

Neither of the companies named in the settlements – Carpenter Capital Investments, a debt purchaser located in Buffalo Gap, TX, and National Recovery Services, a debt collection agency located in Ottawa, KS – was licensed or bonded to collect debts in West Virginia. Under state law, any person who directly or indirectly collects a debt that was originally owed to another must obtain a business registration certificate from the West Virginia Tax Department and post a \$5,000 bond for each office location.

The Attorney General's investigation revealed that Carpenter Capital Investments had purchased the consumer's credit card account and assigned it for collection to National Recovery Services. Under the terms of the settlements, Carpenter Capital agreed to cancel the outstanding balances of West Virginia consumers whose debts it had previously assigned for collection. Both companies agreed to stop debt collection in West Virginia until they have registered as debt collectors and posted the required bond and each paid a \$1,000 penalty to the State.

Consumers with questions about their rights or a complaint concerning a debt collection should contact the Attorney General's Consumer Protection Division at [www.wvago.gov](http://www.wvago.gov) or call the Consumer Protection Hotline at 1-800-368-8808. For regular consumer news updates, follow the AGO on Facebook and Twitter.

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